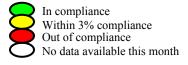**IOT Service Operations**
SLA Compliance
Enterprise Level Agreements
For December 2005

Service Level Agreement	Target Performance	Current Performance	
Help Desk			
Helpdesk Speed To Answer Calls	90% Calls Answered Under 60 Seconds	75%	🔴
Helpdesk Call Abandonment Rate	Less then 2% Abondoned	8%	🔴
Level 1 Resolution Rate	75% Of All Calls Resolved By Level 1	49.8%	🔴
Helpdesk Staffing Level	100% Staffing By Schedule	100%	🟢
Random User Sampling Survey	95% Of Satisfied Customers	97.76%	🟢
Server Administration			
General Server Availability	24x7 Availability (99.9 %)	99.19%	🟡
Exchange Server Availability	24x7 Availability (99.9 %)	99.98%	🟢
Citrix Server Availability	24x7 Availability (99.9 %)	99.73%	🟡
Web Server Availability	24x7 Availability (99.9%)	99.94%	🟢
Capacity/Performance Monitoring	Notification Under 1 Hour (98.0 %)	100%	🟢
Capacity/Trend Analysis	Monthly Reporting (99.9%)	100%	🟢
Network Administration			
WAN Availability (Core Distribution)	24x7 Availability (99.9%)	100%	🟢
Router Availability (FSSA/INDOT Remote)	24x7 Availability (99.9%)	99.90%	🟢
Capacity/Performance Monitoring	Notification Under 1 Hour (98.0 %)	100%	🟢
Capacity/Trend Analysis	Monthly Reporting (99.9%)	100%	🟢
Staffing	According To Schedule (99%)	100%	🟢
System Management			
New Network Account Requests	Creation Within 2 Business Days (99%)	92.43%	🔴
Disable Network Account Requests	Disabled Within 4 Business hours (98%)	77.28%	🔴
Network Rights Change Requests	Change Within 8 Business Hours (99%)	75%	🔴
Emergency Disable Requests	Disabled Within 2 Business Hours (99%)		⚪

🟢 In compliance
🟡 Within 3% compliance
🔴 Out of compliance
⚪ No data available this month

Run Date   10/6/2006

IOT Service Operations   *IOT SVC Ops Enterprise Compliance*

Service Level Agreement	Target Performance	Current Performance

Deployments

Service Level Agreement	Target Performance	Current Performance	
Remote Server Installation	5 Business Days after Delivery (98%)		⬜
Local Server Installation	1 Business Day after Delivery (98%)		⬜
Remote Workstation Installation	5 Business Days after Delivery (98%)		⬜
Local Workstation Installation	1 Business Day after Delivery (98%)	100%	🟢
Remote Perhipheral / Software Installation	3 Business Days after Delivery (98%)		⬜
Local Perhipheral / Software Installation	1 Business Day after Delivery (98%)		⬜

🟢 In compliance
🟡 Within 3% compliance
🔴 Out of compliance
⬜ No data available this month

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IOT Service Operations

IOT SVC Ops Enterprise Compliance